



PATENT

In The United States Patent And Trademark Office

Applicants: Anil Kumar Annadata; Wai H. Pak; Mingte Chen; Henry D. Jay  
Assignee: Siebel Systems, Inc..  
Title: System And Method For Maintaining Real-Time Agent Information  
For Multi-Channel Communication Queuing  
Serial No.: 09/823,770 Filed: March 31, 2001  
Examiner: Quynh H. Nguyen Group Art Unit: 2642  
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Austin, Texas  
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RESPONSE TO NON-FINAL OFFICE ACTION

Dear Sir:

This paper is responsive to the Office Action dated July 31, 2003, having a shortened statutory period expiring on October 31, 2003. Further examination and reconsideration are respectfully requested in view of the amendments and remarks set forth below.

No **Amendments to the Specification** are presented in this paper.

A **Listing of Claims** begins on page 3 of this paper. No amendments to the claims are presented in this paper.

**Amendments to the Drawings** begin on page 8 of this paper and include both an attached replacement sheet and an annotated sheet showing changes for each of Figs. 1C and 1I.

#11/B  
smg  
11/12/03

**Remarks / Arguments** begin on page 9 of this paper.

An **Appendix** including amended drawing figures is attached following page 11 of this paper.